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How to Use the Report

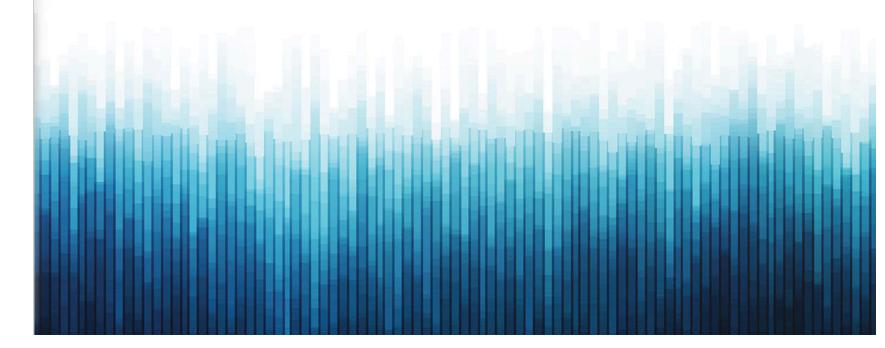
Info-Tech's Data Quadrant Reports provide a comprehensive evaluation of popular products in the Workforce Management - Enterprise market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other products in the category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

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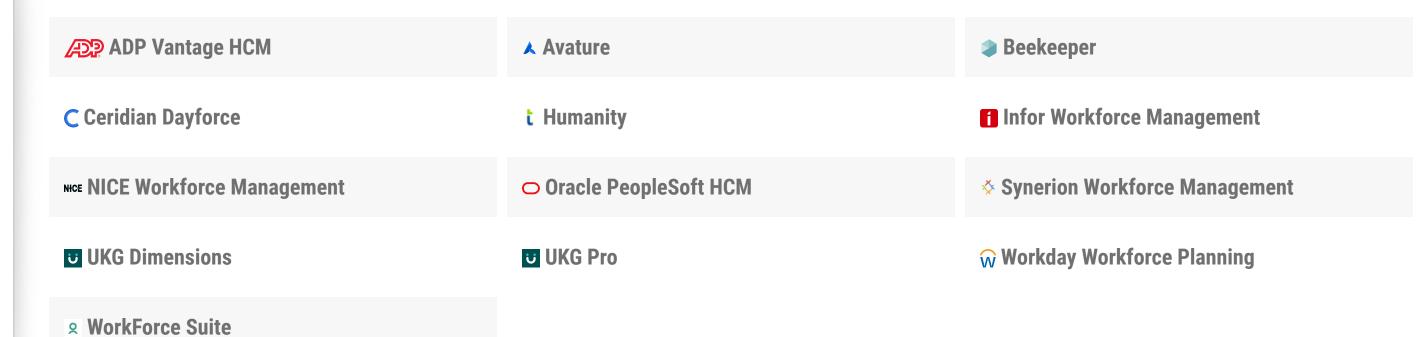


Software Directory

WORKFORCE MANAGEMENT - ENTERPRISE SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your organization.

Workforce Management - Enterprise Software





















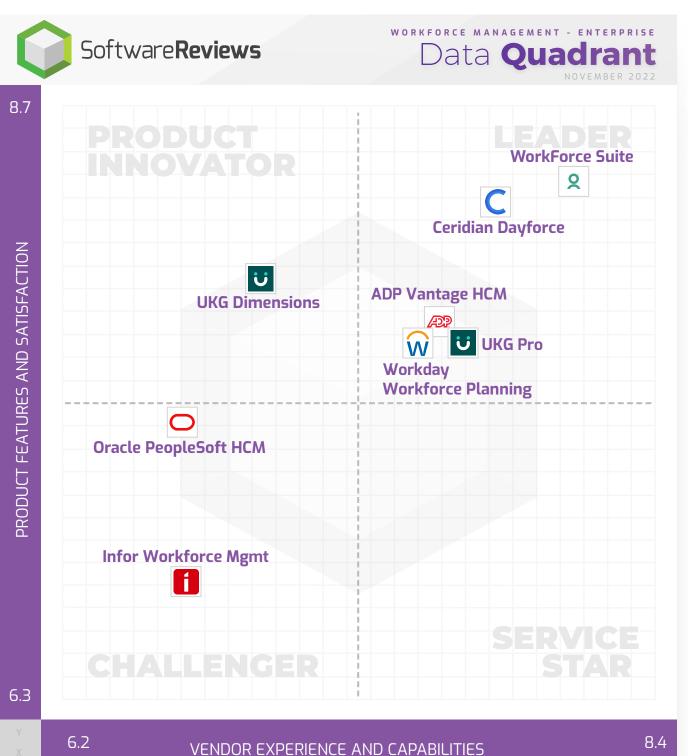
SOFTWARE REVIEWS Data Quadrant







Assess vendor and product performance at a glance and use the SoftwareReviews Data Quadrant to identify which products and vendors are leadings the pack and which are trailing.



WORKFORCE MANAGEMENT -ENTERPRISE

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset



















Category Overview

This page provides a high level summary of product performance within the Workforce Management - Enterprise category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

| RANK | PRODUCT | COMPOSITE SCORE | NET EMOTIONAL FOOTPRINT | | NET EMOTIONAL FOOTPRINT DISTRIBUTION | VENDOR CAPABILITIES | PRODUCT FEATURES | LIKELINESS TO RECOMMEND | NUMBER OF REVIEWS |
|--|--|-----------------|----------------------------|---------|---|------------------------|---------------------|----------------------------|----------------------|
| SCHWART Reviews COLUMNAL COLUMNAL | WorkForce Suite | 8.3/10 | +85 | | 3% NEGATIVE 88% POSITIVE | 78 % | 81% | 88% | 67 |
| COLORED COLORE | C Ceridian Dayforce | 8.1/10 | +80 | | 5% NEGATIVE 85% POSITIVE | 77 % | 80% | 87% | 124 |
| ech Ment | UKG Pro | 7.7/10 | +77 | <u></u> | 3% NEGATIVE 80% POSITIVE | 77 % | 64% | 90% | 10 |
| ect were call with the call were call were call were call were call with the call were call with the call were call were call were call with the call were c | ADP Vantage HCM | 7.7/10 | +76 | © | 5% NEGATIVE 81% POSITIVE | 76 % | 77 % | 79 % | 37 |
| 5 | ₩ Workday Workforce Planning | 7.6/10 | +75 | © | 6% NEGATIVE 81% POSITIVE | 75 % | 76 % | 78 % | 47 |
| 6 | UKG Dimensions | 7.4/10 | +64 | © | 8% NEGATIVE 72% POSITIVE | 73% | 78% | 82% | 25 |
| 7 | Oracle PeopleSoft HCM | 6.9/10 | +63 | © | 10% NEGATIVE 73% POSITIVE | 67 % | 71 % | 76 % | 81 |
| 8 | 1 Infor WFM | 6.5/10 | +61 | © | 9% NEGATIVE 70% POSITIVE | 69% | 69% | 63% | 41 |
| AVER | AGE SCORES PRODUCTS WITH INSUFFICIENT DATA | 7.5/10 | +73 | © | 6% NEGATIVE 78% POSITIVE | 74% | 74% | 80% | 54 |
| | Beekeeper | 8.8/10 | +100 | | NEGATIVE 100% POSITIVE | 83% | 79% | 90% | 9 |
| | A Avature | 8.3/10 | +98 | | NEGATIVE 99% POSITIVE | 80% | 70% | 84% | 5 |















Product Feature
Summary







Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

| PRODUCT | OVERALL CAPABILITY SATISFACTION | BUSINESS VALUE CREATED | BREADTH OF FEATURES | QUALITY OF FEATURES | PRODUCT STRATEGY AND RATE OF IMPROVEMENT | USABILITY AND INTUITIVENESS | VENDOR SUPPORT | EASE OF DATA INTEGRATION | EASE OF ADMINISTRATION | EASE OF CUSTOMIZATION | AVAILABILITY AND QUALITY OF TRAINING | EASE OF IMPLEMENTATION |
|---------------------------------|---------------------------------------|---------------------------|------------------------|------------------------|---|--------------------------------|-------------------|-----------------------------|---------------------------|--------------------------|--|---------------------------|
| WorkForce Suite | 79% | 80% | 79 % | 79% | 76% | 82% | 75 % | 78% | 79% | 77 % | 79% | 80% |
| ADP Vantage HCM | 77% | 77 % | 79 % | 75% | 75 % | 80% | 78% | 79 % | 82% | 74 % | 75 % | 7 5% |
| Ceridian Dayforce | 77% | 77 % | 83% | 79 % | 78% | 80% | 73 % | 75 % | 76 % | 74% | 75 % | 73% |
| UKG Pro | 77% | 75 % | 83% | 80% | 68% | 83% | 80% | 75 % | 71% | 69% | 84% | 75 % |
| Workday Workforce Planning | 76% | 77 % | 79 % | 76% | 75 % | 72 % | 78% | 77% | 74% | 78% | 72 % | 73% |
| UKG Dimensions | 73% | 80% | 77% | 75% | 72 % | 72 % | 80% | 68% | 73% | 70 % | 73% | 66% |
| Infor Workforce Management | 70% | 71% | 71 % | 74% | 67 % | 70 % | 64% | 74% | 70 % | 67 % | 69% | 74% |
| Oracle PeopleSoft HCM | 68% | 72 % | 69% | 69% | 65% | 66% | 65% | 66% | 71% | 65% | 67% | 70% |
| CATEGORY AVERAGE | 74% | 76% | 78% | 76% | 72% | 76% | 74% | 74% | 74% | 72 % | 74% | 73% |
| PRODUCTS WITH INSUFFICIENT DATA | | | | | | | | | | | | |
| Beekeeper | 83% | 89% | 80% | 94% | 78% | 81% | 78% | 86% | 78% | 83% | 80% | 86% |
| Avature | 80% | 85% | 80% | 70% | 80% | 85% | 70% | 85% | 75% | 75% | 85% | 85% |













Product Feature
Summary

Product Feature



This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use

these pages to dig deeper into areas of particular interest or concern.



Vendor Capability Satisfaction

| Vendor Capabili | ties |
|-----------------|--|
| , | apabilities that are evaluated in the Workforce Management - Enterprise software category. For your ns of the capabilities under the capability subheadings in the subsequent pages. |

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. **Business Value Created** The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers. Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction **Breadth of Features** level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level. Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to **Quality of Features** gauge whether or not a product follows through on the marketing hype by delivering high quality features. Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic **Product Strategy and Rate of** direction. Vendors who don't stay on top of emerging needs and trends won't enable you to **Improvement** meet your business goals. Use the data in this section to separate innovators from imposters.

| Vendor Support | The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support. |
|---|---|
| Ease of Data Integration | The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy. |
| Ease of Administration | Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively. |
| Ease of Customization | Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation. |
| Availability and Quality of Training | Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up. |
| Ease of Implementation | Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage. |

CATEGORY REPORT



Usability And Intuitiveness





End user learning curves cost the organization money. Pay attention to your end users'

technical ability to determine how important UX is in your purchase.









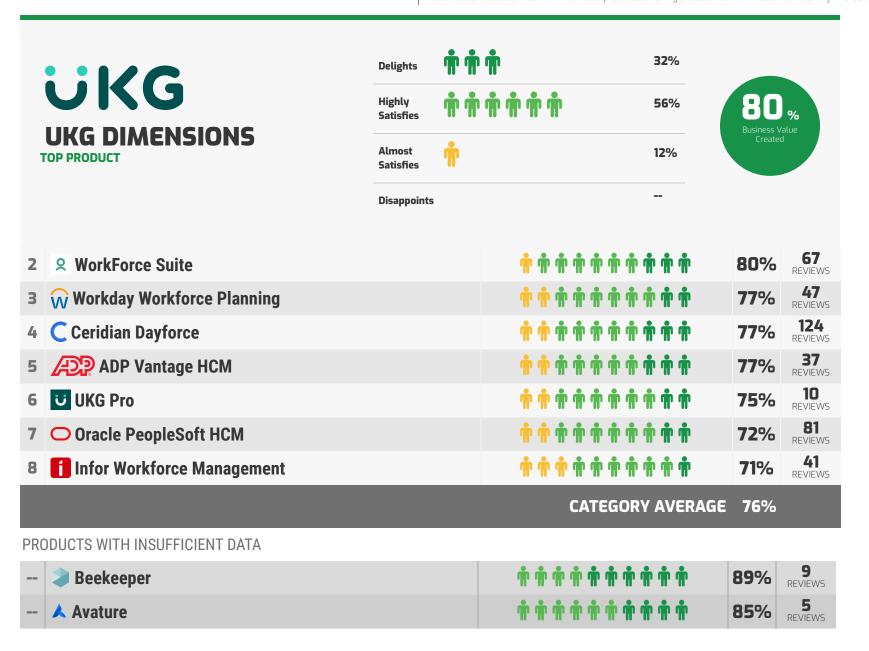




This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.



















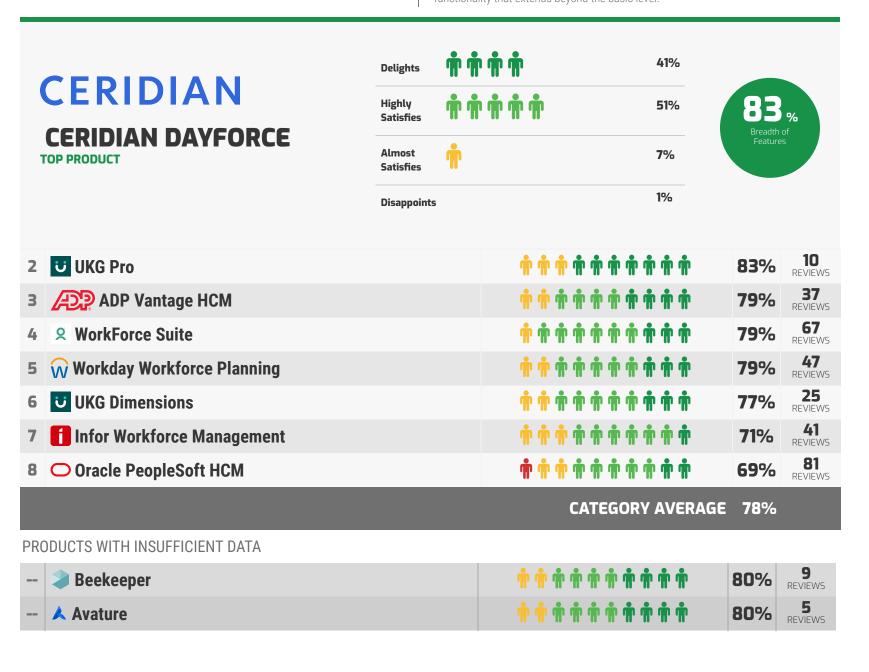




Breadth of Features

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.















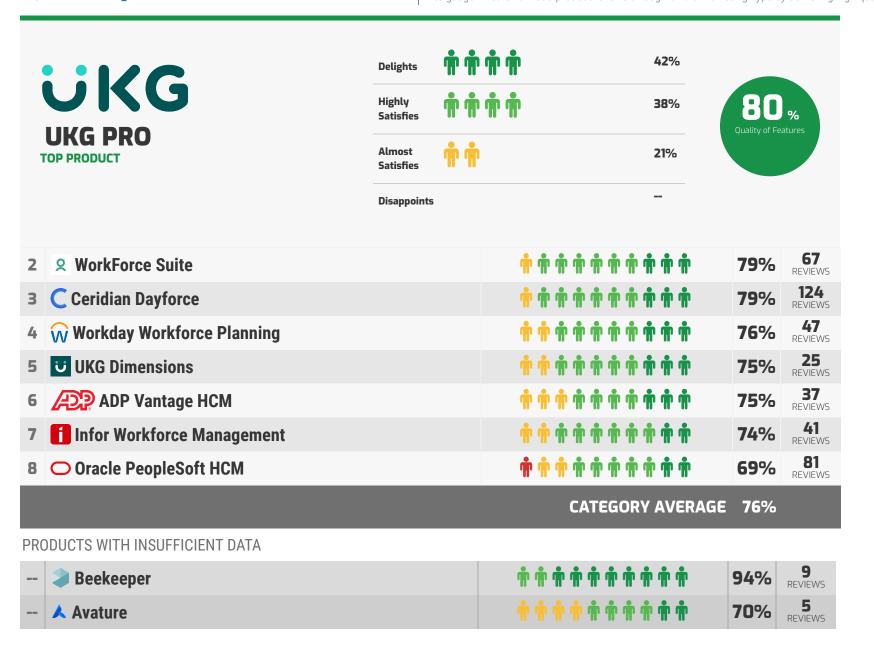




This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Quality of Features

Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.



















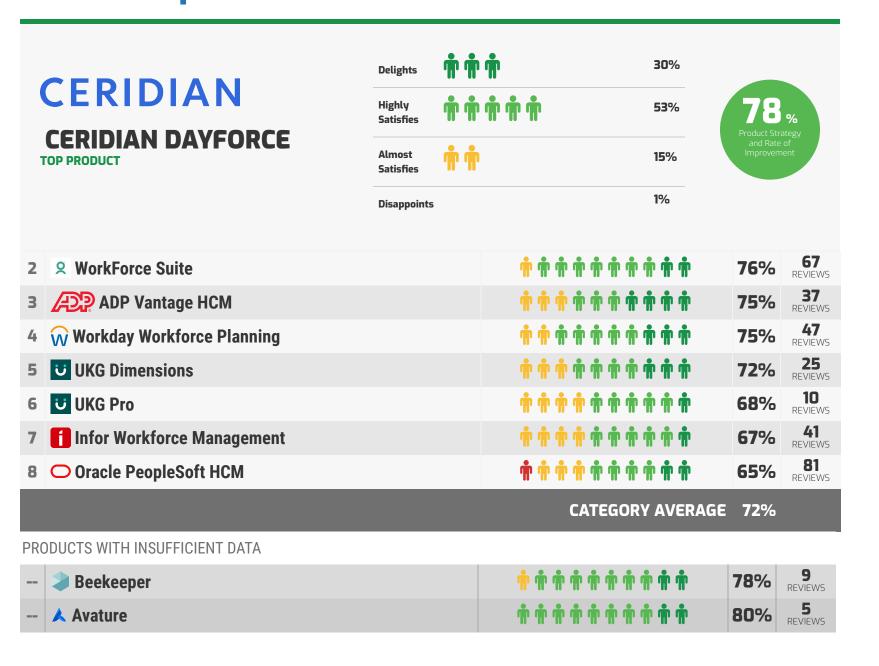




This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.



















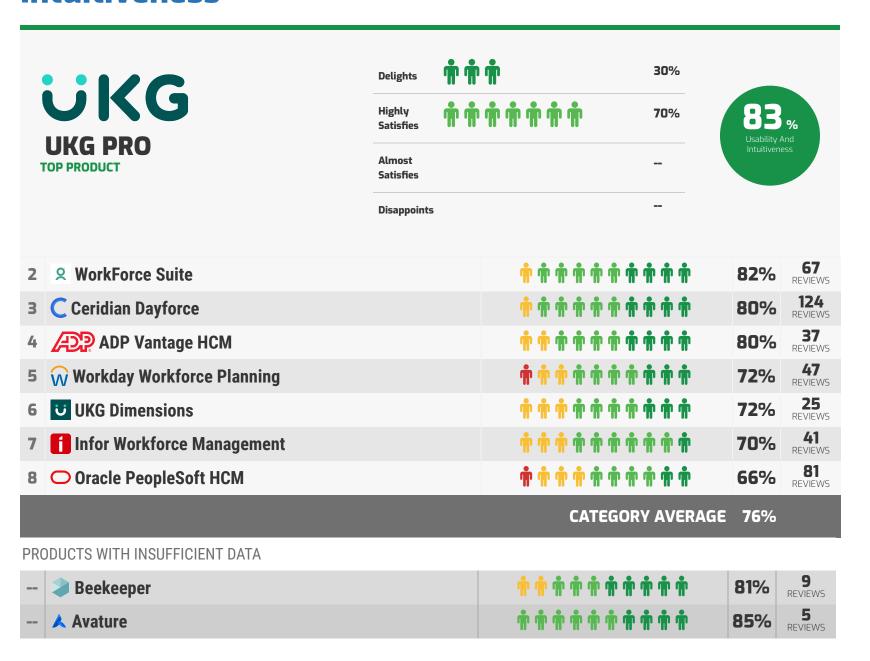




This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Usability And Intuitiveness

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.



















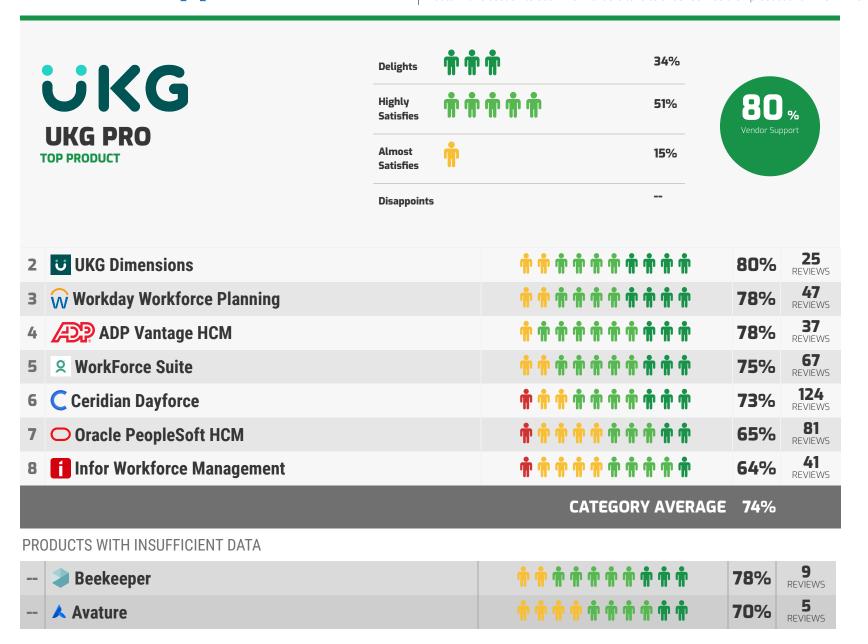




This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.

















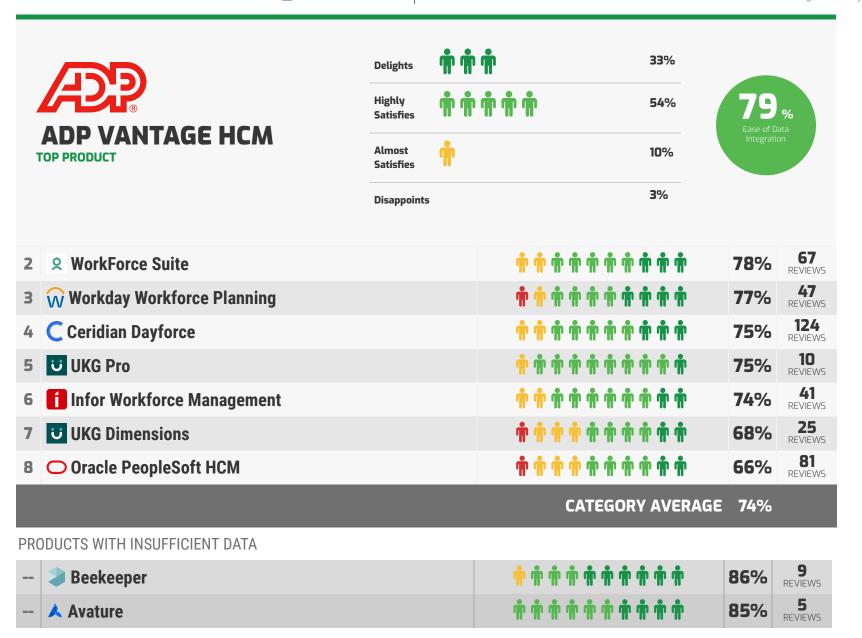




This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.



















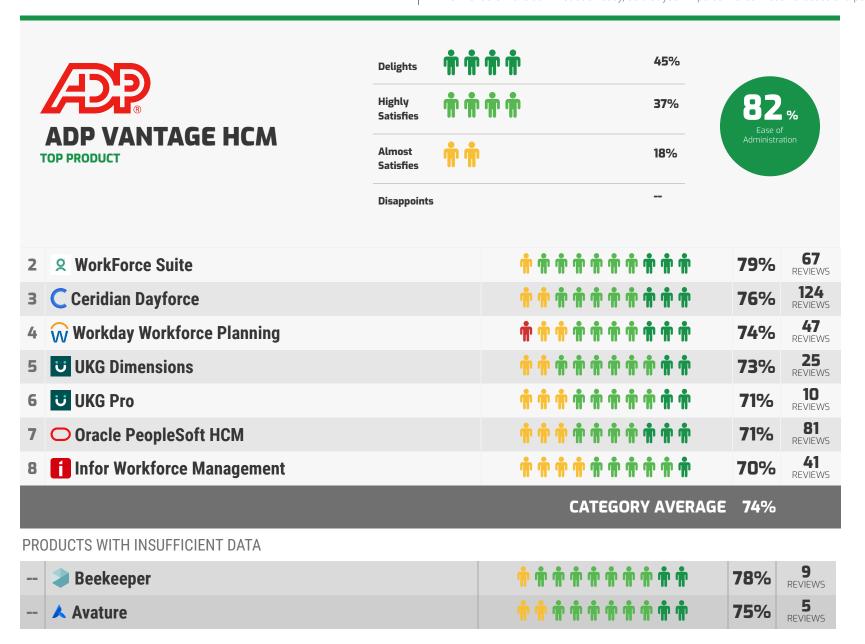




This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.















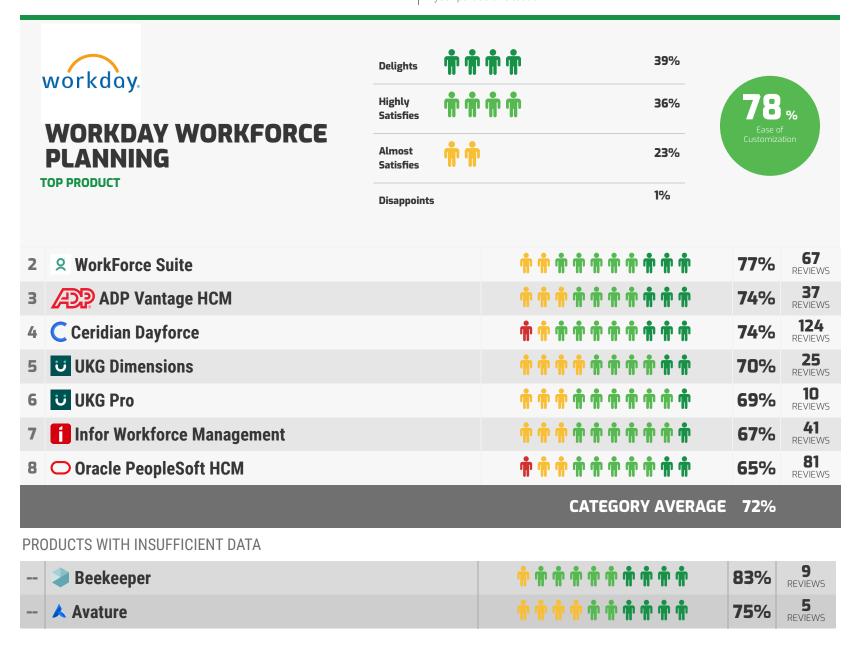




This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.















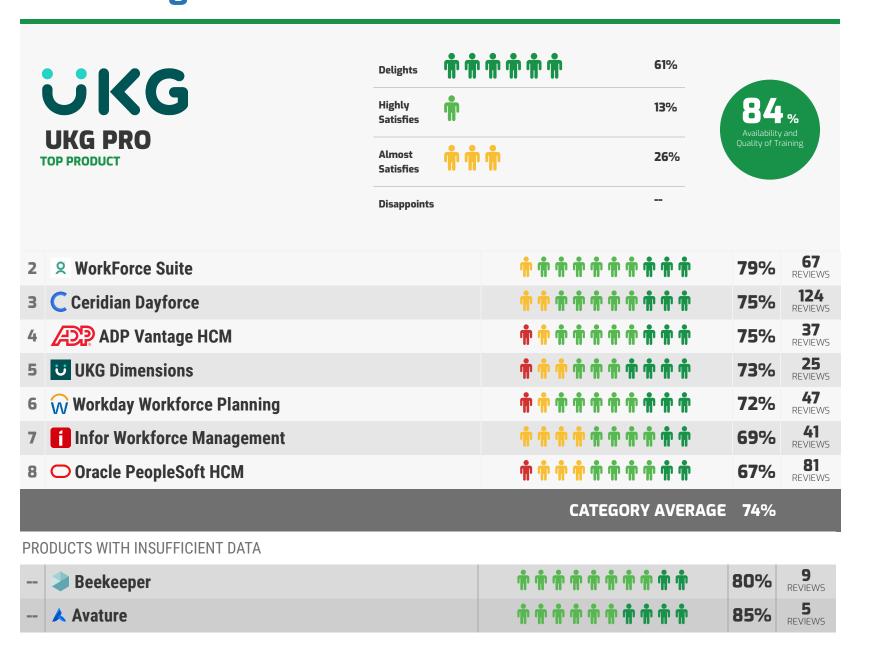




This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

















Produc Featur

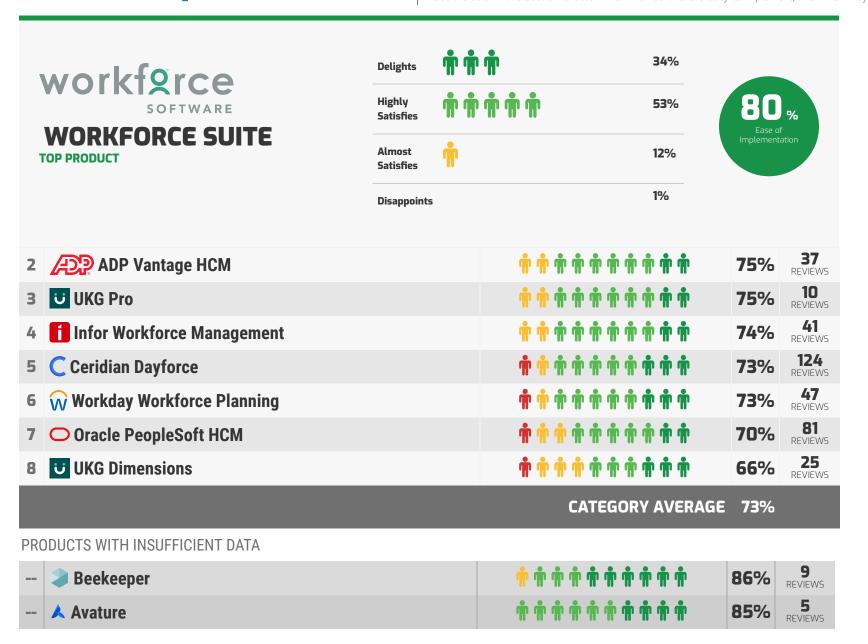




This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.























Product Feature Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

| PRODUCT | OVERALL FEATURE SATISFACTION | ABSENCE MANAGEMENT | ATTENDANCE MANAGEMENT AND POLICIES | LABOR COSTING AND SPLITTING | STAFFING | TIME CAPTURE PHYSICAL | WORKFORCE DASHBOARDS AND REPORTING | WORKFORCE SCHEDULING | |
|---------------------------------|------------------------------------|-----------------------|--|--------------------------------|-------------|--------------------------|--|-------------------------|--|
| WorkForce Suite | 81% | 83% | 84% | 80% | 81% | 81% | 78 % | 81% | |
| Ceridian Dayforce | 80% | 79% | 81% | 80% | 81% | 82% | 77 % | 80% | |
| UKG Dimensions | 78% | 73 % | 73% | 81% | 81% | 83% | 74 % | 82% | |
| ADP Vantage HCM | 77% | 81% | 73% | 75 % | 76% | 75 % | 78 % | 79 % | |
| Workday Workforce Planning | 76% | 75 % | 77 % | 74 % | 77 % | 74 % | 78 % | 75 % | |
| Oracle PeopleSoft HCM | 71% | 65% | 69% | 71 % | 73 % | 75 % | 73 % | 7 1% | |
| Infor Workforce Management | 69% | 66% | 72 % | 64% | 69% | 67 % | 71% | 71 % | |
| UKG Pro | 64% | 59% | 62% | 63% | 69% | 63% | 70 % | 63% | |
| CATEGORY AVERAGE | 76% | 73% | 75% | 75% | 76% | 77% | 76% | 77 % | |
| PRODUCTS WITH INSUFFICIENT DATA | | | | | | | | | |
| Beekeeper | 79% | 77% | 83% | 69% | 83% | 77% | 86% | 80% | |
| Avature | 70% | 70% | 75 % | 80% | 65% | 70% | 60% | 70% | |















Product Feature
Summary







Product Feature Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

| PRODUCT | OVERALL FEATURE SATISFACTION | RATE POLICIES | SHIFT MANAGEMENT | TIME CAPTURE VIRTUAL | WORKFORCE PLANNING AND FORECASTING |
|---------------------------------|------------------------------------|---------------|---------------------|-------------------------|--|
| WorkForce Suite | 81% | 79% | 80% | 82% | 80% |
| Ceridian Dayforce | 80% | 77% | 78% | 79% | 76% |
| UKG Dimensions | 78% | 85% | 82% | 84% | 73 % |
| ADP Vantage HCM | 77% | 77 % | 78% | 76% | 78% |
| Workday Workforce Planning | 76% | 76% | 75 % | 73 % | 76% |
| Oracle PeopleSoft HCM | 71% | 70% | 73% | 74% | 71% |
| Infor Workforce Management | 69% | 69% | 70% | 66% | 68% |
| UKG Pro | 64% | 63% | 66% | 66% | 68% |
| CATEGORY AVERAGE | 76% | 76% | 77% | 76% | 74% |
| PRODUCTS WITH INSUFFICIENT DATA | | | | | |
| Beekeeper | 79% | 77% | 74% | 89% | 83% |
| Avature | 70% | | | | |













Product Feature
Summary







This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Product Features

This table lists and describes all the features that are evaluated in the Workforce Management - Enterprise software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

| Mand | latory | Features |
|-------|---------|-----------------|
| Mailu | iatui y | reatures |

Absence Management

The ability to configure absence policies and types, call-ins, and provide visibility into absences.

Attendance Management and Policies

The ability to configure rules related to types of hours, job requirements, thresholds, and eligible employees

Labor Costing and Splitting

The ability to report on the cost of labor for schedules, resources, and work types against other reporting dimensions.

Standard Features

Rate Policies

Shift Management

The ability to configure or integrate with rate policies for jobs, resources, and other identifying attributes.

The ability for employees to exchange and bid on available shifts, rotations, and schedules.

Staffing

Time Capture Physical

Workforce Dashboards and Reporting

Workforce Scheduling

Time Capture Virtual

Workforce Planning and Forecasting

The rostering or assigning of resources to a shift or schedule based on a pre-defined set of criteria.

The use of physical clocks (swipe, key, biometric, retina) to clock-in/out of a shift or a

The ability to report on both in-range (day, week, month, quarter, etc.) events as well as aggregate views of labor

The ability to configure work schedules for hourly and salaried employees and teams (e.g. crew, car, vessel), including rotations and recurring shifts.

The use of device-agnostic methods to clock-in/out of a shift or role.

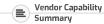
The ability to forecast and plan for labor requirements based on historical, heuristic, and other parameters.





















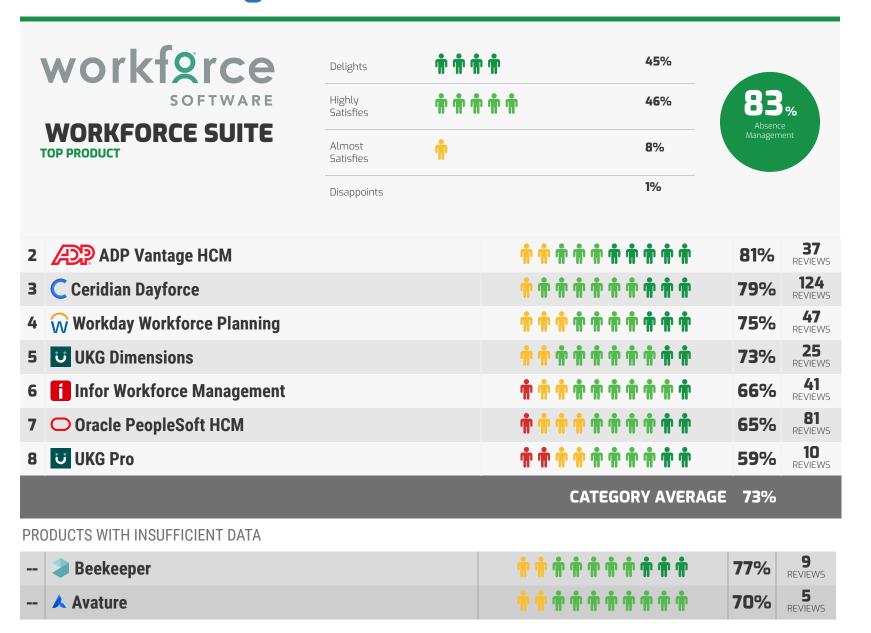


This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Absence Management

Mandatory Feature

The ability to configure absence policies and types, call-ins, and provide visibility into absences.



















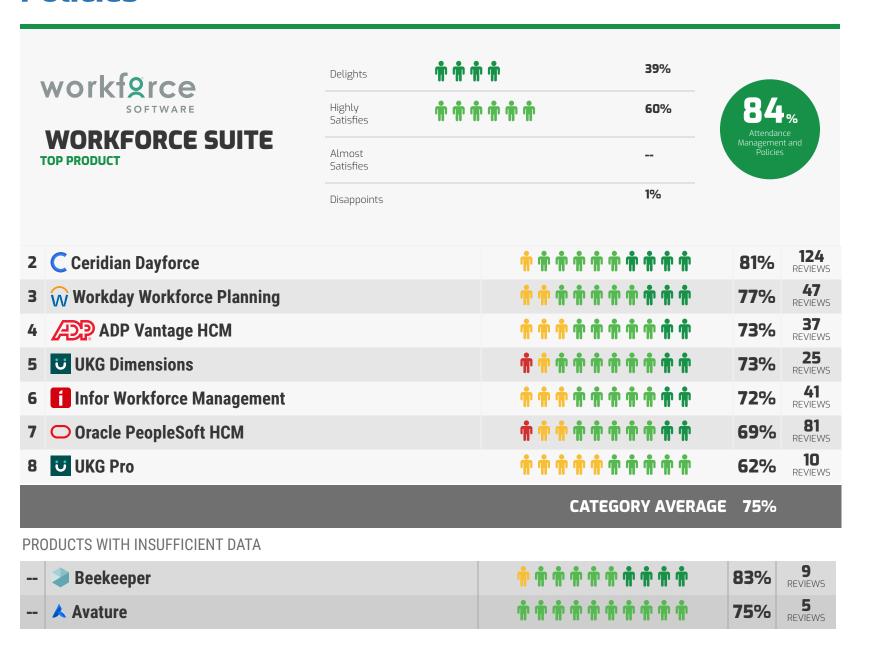


This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Attendance Management and Policies

Mandatory Feature

The ability to configure rules related to types of hours, job requirements, thresholds, and eligible employees.



















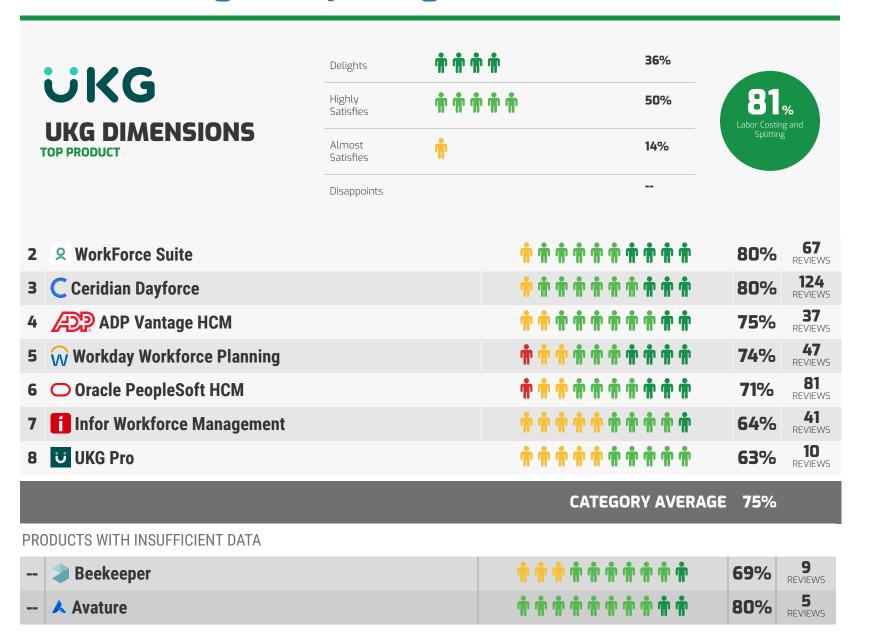


This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Labor Costing and Splitting

Mandatory Feature

The ability to report on the cost of labor for schedules, resources, and work types against other reporting dimensions.





















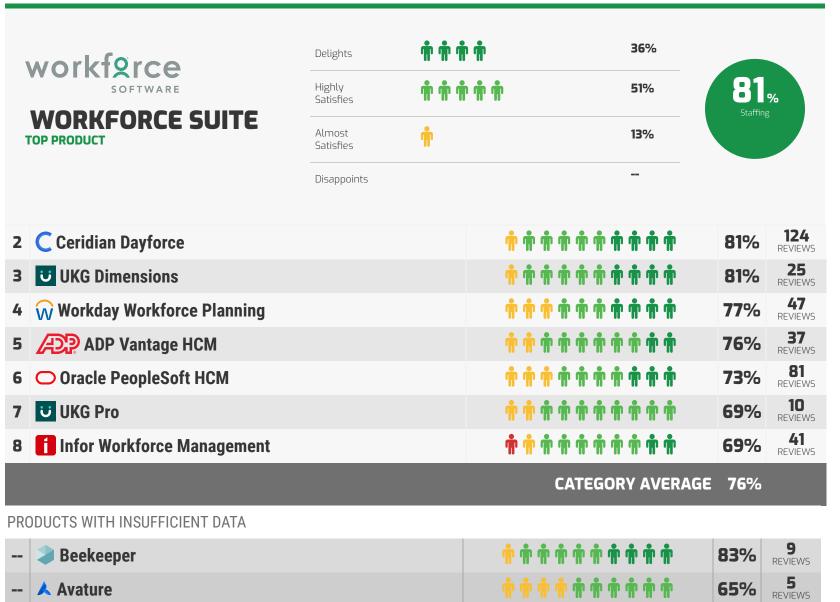


This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.



Mandatory Feature

The rostering or assigning of resources to a shift or schedule based on a pre-defined set of criteria.





















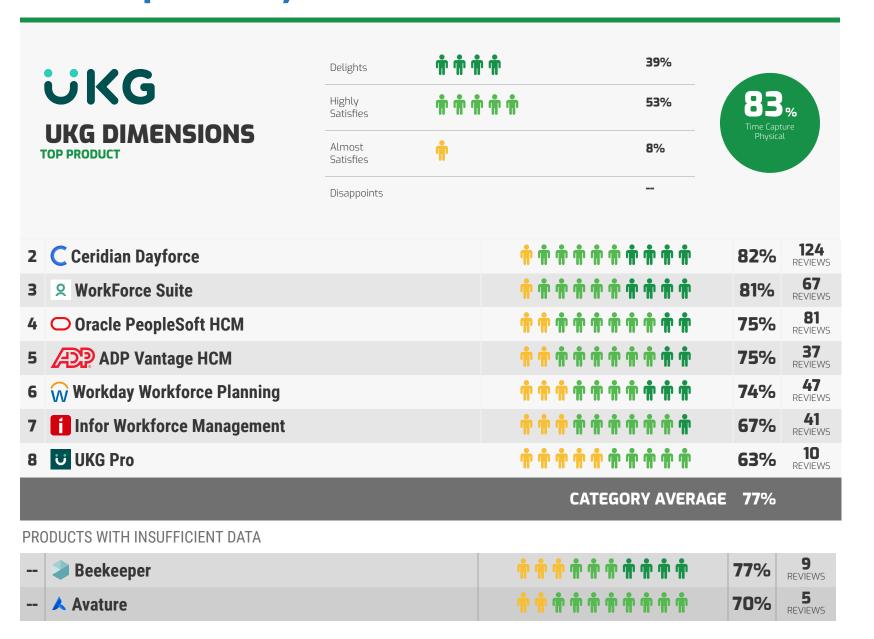


This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Time Capture Physical

Mandatory Feature

The use of physical clocks (swipe, key, biometric, retina) to clock-in/out of a shift or a role.





















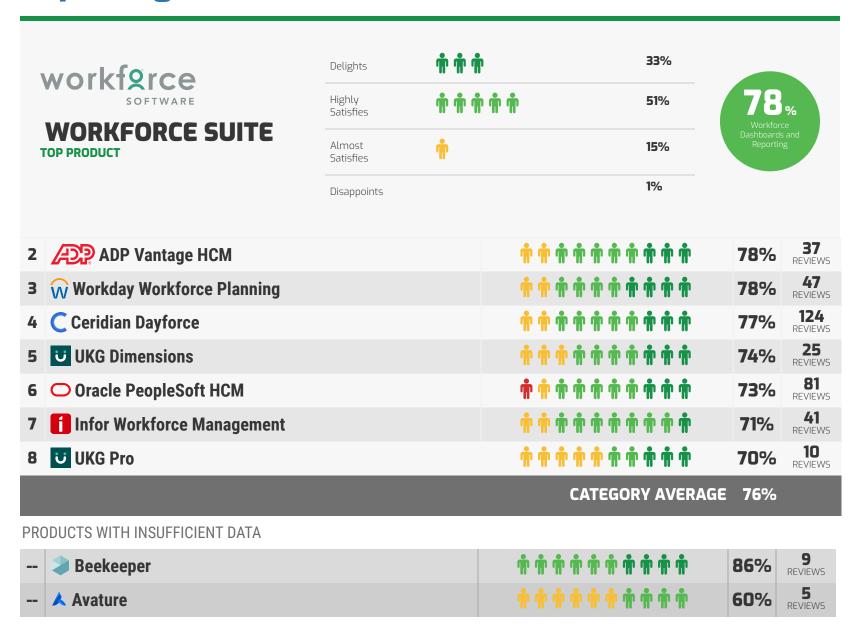


This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Workforce Dashboards and Reporting

Mandatory Feature

The ability to report on both in-range (day, week, month, quarter, etc.) events as well as aggregate views of labor.





















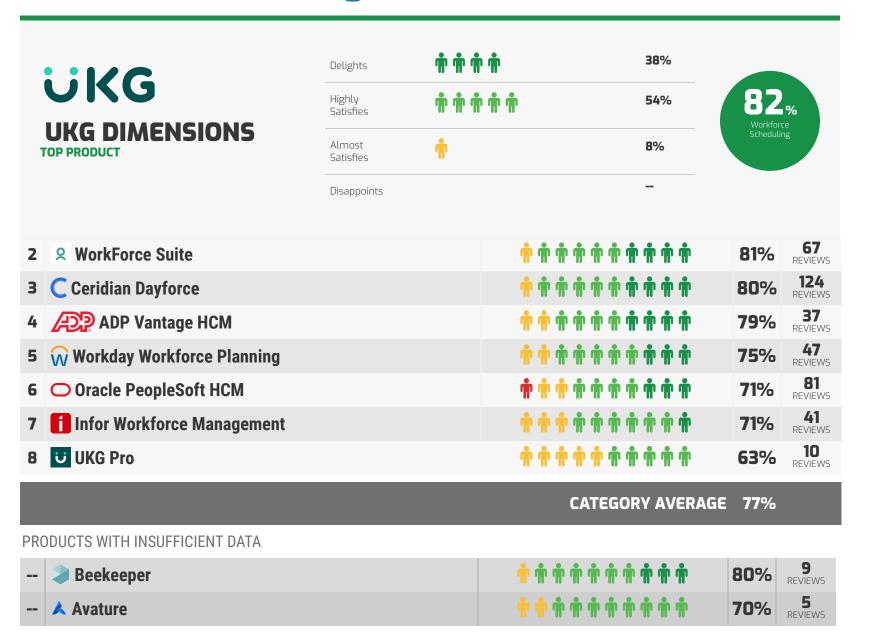


This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Workforce Scheduling

Mandatory Feature

The ability to configure work schedules for hourly and salaried employees and teams (e.g. crew, car, vessel), including rotations and recurring shifts.





















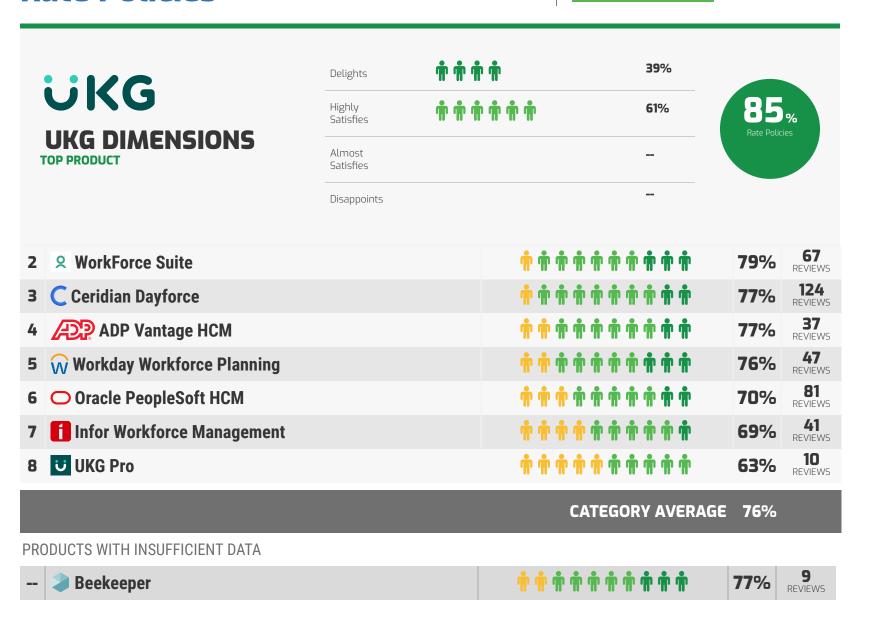


This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Rate Policies

Standard Feature

The ability to configure or integrate with rate policies for jobs, resources, and other identifying attributes.



















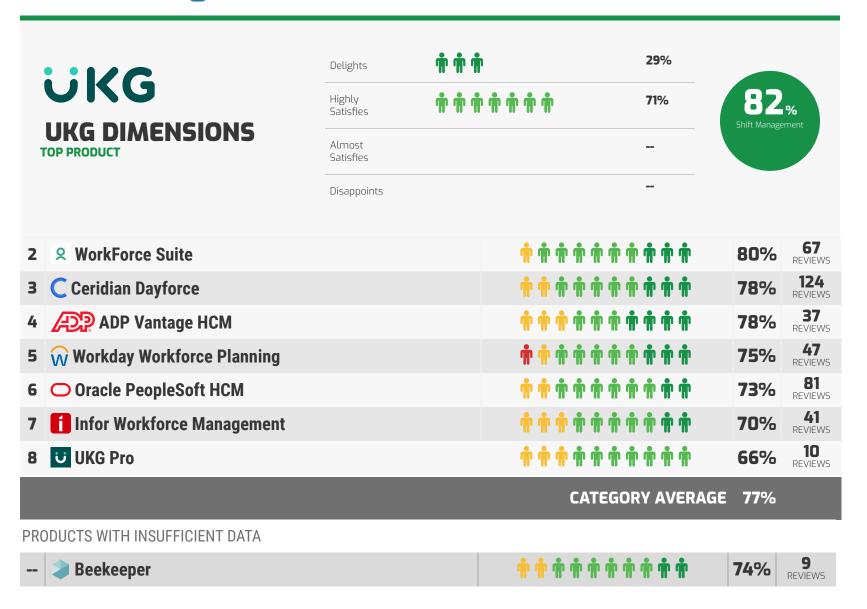


This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Shift Management

Standard Feature

The ability for employees to exchange and bid on available shifts, rotations, and schedules.













Vendor Capability
Summary









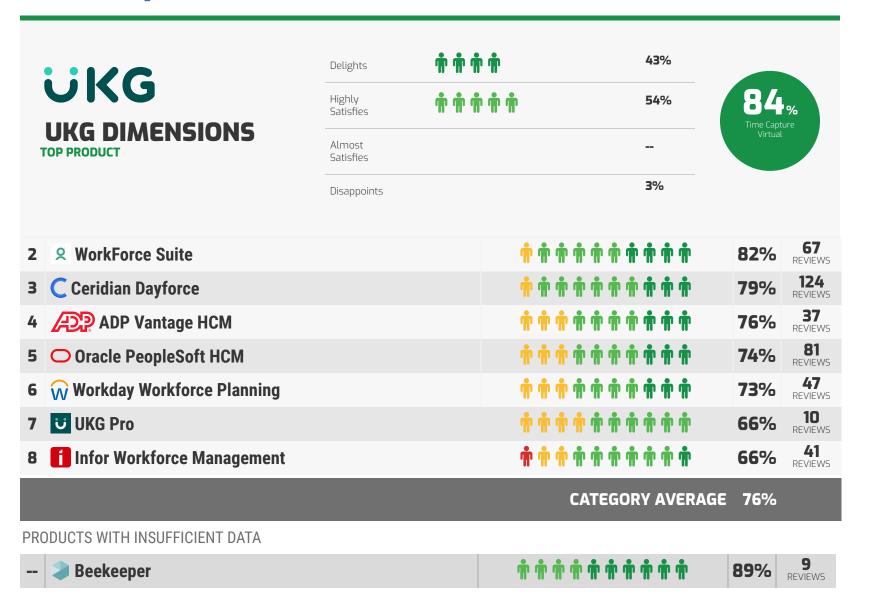


This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Time Capture Virtual

Standard Feature

The use of device-agnostic methods to clock-in/out of a shift or role.























This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Workforce Planning and Forecasting

Standard Feature

The ability to forecast and plan for labor requirements based on historical, heuristic, and other parameters.

